

<b>Course Name: Introduction to Customer Service Toolkit</b>	
<b>Course Coordinator: Toolkit Coordinator</b>	<b>Course Number: MI0230</b>

**Overview:** This course introduces users to Customer Service Toolkit (Toolkit) and ArcGIS for Toolkit. The course includes a description of the relationship between the National Conservation Planning database and customer files. It covers the skills necessary to use Toolkit and ArcGIS to create conservation plans, conservation plan maps, and contracts as well as the skills needed to use Toolkit to manage other customer related data.

**Purpose:** The purpose of this course is to provide information and techniques for utilizing Toolkit to manage customer related data, to create assistance notes, conservation plans, conservation plan maps and contracts as well as report plans and practices to PRS.

**Prerequisites:**

- Awareness of the conservation planning and contract development process
- Completion of an introductory ArcGIS course such as ESRI's Virtual Campus (on-line) course titled "Getting Started with GIS (for ArcGIS 9.2-9.3) or prior written approval of the State GIS specialist.

**Duration:** 2 1/2 days

**Target Audience:** NRCS and conservation partner employees providing conservation planning assistance to customers or assisting with data entry related to conservation plan or contract development.

**Expected Outcomes:** The minimum Toolkit proficiency level expected at the end of the course is: 4-Apply Independently.

**Resources needed:** Computer projector, appropriately sized conference room with access to the USDA network, network hub(s), network cables, 1 computer per participant (including the training version of Toolkit and ArcGIS)

Outline for:     **Customer Service Toolkit**

- National Conservation Planning Database
- Toolkit Customer Folders and Customer Files
- Working with New Clients
- Assistance Notes
- The Toolkit GIS Environment
- Land Unit Digitizing
- Practice Digitizing
- Preparing a Plan Map
- Practice Schedule
- Plan Wizard
- Contract Wizard
- Reporting Plans and Practices
- Working with Existing Clients
- Additional Toolkit GIS Functions
- Complete a simple plan, contract and map